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The Exchange Newsletter

Institute for Public Service (IPS)

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3-2010

## Exchange March 2010

Institute for Public Service

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### Recommended Citation

Institute for Public Service, "Exchange March 2010" (2010). *The Exchange Newsletter*.  
[http://trace.tennessee.edu/utk\\_exchange/52](http://trace.tennessee.edu/utk_exchange/52)

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## IPS Expands Its Communication Tools

The [Institute for Public Service \(IPS\)](#) is the latest department at the University of Tennessee to jump on the social networking bandwagon.

IPS recently created a Facebook page as another way to share its successes and keep everyone informed of its day-to-day happenings. The [UT County Technical Assistance Service \(CTAS\)](#) also is using Facebook to publicize its County Officials Orientation Program this year. UT Knoxville as well as many of its departments also host Facebook pages.

"We understand that in this day and age, people receive their information in a variety of ways. From print to the Web to blogs and Facebook, we want to be able to reach people," said Dr. Mary Jinks, vice president of public service.

In addition to Facebook, Jinks launched a blog (<http://ut-institute-for-public-service.blogspot.com/>) at the end of 2009 and IPS recently unveiled its new password-protected Intranet. Both the blog and the Intranet are to be used primarily for internal communications. Employees can consult both for information on benefits, strategic planning, policies and employee news. ■



*Mike Tallent*

## Tallent Named IPS Assistant Vice President

Current UT [Municipal Technical Advisory Service \(MTAS\)](#) Executive Director Mike Tallent began his recent appointment as [Institute for Public Service \(IPS\)](#) assistant vice president March 1.

In his new position, Tallent will oversee the [Center for Industrial Services \(CIS\)](#), the [Law Enforcement Innovation Center \(LEIC\)](#) and the [Jimmy Naifeh Center for Effective Leadership](#). Assistant Vice President Chuck Shoopman will now oversee MTAS, the [County Technical Assistance Service \(CTAS\)](#) and all economic development programs.

"Mike is a valuable member of the IPS leadership team, and it is a natural move for him to step into the role of assistant vice president," said Dr. Mary Jinks, vice president of public service. "Having been on board here for more than 30 years, he has a solid grasp of our public service mission and is dedicated to seeing IPS and its agencies fulfill that mission."

Tallent joined MTAS in 1979 as a municipal management consultant and has served West Tennessee and Southeast Tennessee over the years, advising cities that range in size from Englewood to Chattanooga. His contributions and leadership at MTAS have helped the agency serve Tennessee cities through the years.

"One of the many blessings in my life has been the years I have worked for MTAS and the opportunities it provided me to serve the cities of Tennessee," Tallent said. "The many friendships I have made during those years and the part I have been fortunate to play in assisting cities improve the efficiency and effectiveness of their operations have made those years with MTAS cherished years. Leaving MTAS was not an easy decision, but I look forward to and I am truly excited about the opportunities and challenges that will be afforded me in serving as assistant vice president for the Institute for Public Service."

IPS has begun a search to fill the executive director's position at MTAS. ■

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# Conversion Opportunities Available for Local Government Fleets in East Tennessee

The UT [Municipal Technical Advisory Service \(MTAS\)](#) is assisting cities with becoming more sustainable.

On Feb. 2, city mayors from Kingston, Rockwood, Harriman and Crossville and MTAS Municipal Management Consultants Dana Deem and Warren Nevad met in Kingston to explore new ways to further their sustainability efforts in fleet management.

The [Tennessee Renewable Energy and Economic Development Council \(TREEDC\)](#) and [East Tennessee Clean Fuels Coalition \(ETCFC\)](#) arranged the meeting with Flex Fuel U.S. to learn about ethanol conversion capability for local government fleets in East Tennessee.

ETCFC Director Jonathan Overly and TREEDC Director Nevad recognized that the East Tennessee E85 conversion initiative would complement the commercial development of cellulosic ethanol in Tennessee and nearby installation of E85 pumps in Roane and Cumberland counties.

[Flex Fuel U.S.](#) developed a patented flexible fuel conversion kit that will allow a vehicle to run on any ethanol blend up to 85 percent ethanol. An electronic control module receives a signal from an alcohol sensor that reads the fuel blend, enabling drivers to fuel with E85 or gasoline in any combination from a single tank. There are no switches to flip and no mixing or blending. The electronic control module adjusts the fuel trim to compensate for the different fuel mixtures and optimizes the operation providing excellent drivability and fuel economy.

The FFV system allows the driver to use any combination of gasoline or ethanol — from 100 percent unleaded gasoline to 85 percent ethanol. A driver can therefore use unleaded gasoline if ethanol is not available.



Warren Nevad, fourth from left, city mayors and Flex Fuel U.S. staff examine first-hand a vehicle that has been installed with a flexible fuel conversion kit.



Flex Fuel U.S. offers EPA certified conversion kits for the following vehicles:

- 2006 Ford/Lincoln: Crown Victoria Police, Crown Victoria Taxi, Lincoln Town Car Airport Livery
- 2006 Chrysler/Dodge: 300/SRT-8, 300AWD, Magnum, Magnum AWD, Charger
- 2005 Ford/Lincoln: Crown Victoria, Crown Victoria Police, Lincoln Town Car
- 2005 Chrysler/Dodge: 300/SRT-8, 300AWD, Magnum, Magnum AWD, Charger

Future plans include investigating the feasibility of implementing a pilot program to introduce the technology and measure the progress of this worthy initiative. For more information, contact [warren.nevad@tennessee.edu](mailto:warren.nevad@tennessee.edu). ■



# CIS Helps Neighbor Develop Additional Ideas

Often, people don't get to know their neighbors well, and sometimes they don't get to know them at all – not so with [Can-Do National Tape](#) and its neighbor – the UT [Center for Industrial Services \(CIS\)](#).

Can-Do is an adhesive tape distributor and fabricator located in Nashville. Since 1972, Can-Do has been servicing the automotive, appliance, medical, electronics and industrial markets with pressure-sensitive adhesive and value-added converting services across the U.S.

As a result of the recent economic downturn, Can-Do President Rick Winkel was forced to examine how to grow his company in an increasingly competitive market. But where could he go to find these innovative ideas?

Winkel received a CIS newsletter with an ad regarding a program (Eureka Winning Ways) on how to stimulate innovative ideas for profitable growth. As it turned out, Winkel's solution was just around the corner – in the same building with Can-Do. Winkel contacted Dan Miller, CIS field consultant, and arranged a meeting with Albert Tieche, CIS program facilitator for Winning Ways.

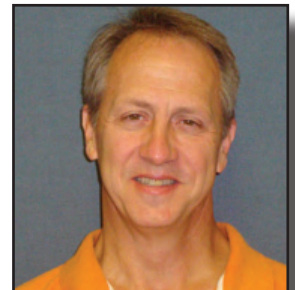
To provide the most efficient and practical solution, Tieche toured the Can-Do facility, and along with Winkel assembled a cross-function team consisting of sales, management, administration and production staff. A course of action was then recommended. It took them step-by-step through the process of generating new ideas and how to determine whether an idea had merit or if it was of no value to the business. With a clear, concise and well-presented agenda, the Can-Do group was pushed to think outside the box. As a result, the group found more than 90 new possible uses for adhesive tape.

"The program made us realize the potential for many of our products and helped us embark upon a path we would have never pursued on our own. We are continuing with the development of our idea and hope to have a workable prototype by the first quarter of 2010," Winkel said.

"The staff at the UT Center for Industrial Services has been instrumental in putting us in contact with the right organizations, which will help make this project a success. It is a pleasure to work with the CIS staff, and we look forward to working with them on future projects." ■



*Dan Miller*



*Albert Tieche*

## More IT News

The OIT Help Desk is available for IPS employees to use from any location. The OIT motto "One Contact Many Solutions" is backed up in a number of ways. Employees can get help by calling the help desk phone number at (865) 974-9900, give the person who answers the phone their NetID, and they will help with just about anything computer related. Secondly, employees can visit the OIT Help Desk Web site at <http://help.utk.edu>. Once there, they can enter their problem online via an interactive form or search the KnowledgeBase for answers to computer-related questions.

UT's chief information officer also announced that Security Essentials, Microsoft's malware anti-virus software is available to all employees, even to use on their home computers. For help with the software, faculty, staff and students can call the OIT help desk. ■

# CTAS Spring Courses Include Solid Waste/ Highway Training

The second phase of the UT [County Technical Assistance Service's \(CTAS\)](#) new certification program for solid waste directors, the Solid Waste Professional Certification Program (SWPCP), will be conducted in March at Montgomery Bell State Park. The training will be led by CTAS consultants and will include the following classes addressing local government operations and functions: County Operating Budget, Capital Budgeting, Risk Management, Hiring and Firing and County Purchasing. CTAS has also arranged for two Solid Waste Association of North America (SWANA) courses to be conducted this spring to bring SWPCP participants closer to obtaining program certification.

In March and April, CTAS will offer a statewide work zone traffic control/flagging course for county highway field personnel such as maintenance, survey and utility crews. The workshop will describe current work zone standards and requirements; explain standard traffic control devices; outline the design and installation of traffic control schemes for short-term operations on streets and highways; describe proper flagging procedures; and explain liability issues involving highway agencies performing construction and maintenance operations. ■

## 1-888-444-UTHR

From 865 area code, call 946-8847

Available 8 a.m. – 5 p.m. ET



# Damewood Completes Leadership Certification

Andi Damewood, IT administrator in the UT [Institute for Public Service \(IPS\)](#) central office, has completed all requirements for the UT Leaders: Lighting the Way, Part 1 certification.



*Andi Damewood*

The 32-hour certification program prepares program participants for supervisory responsibilities and how to pursue commitment to continuing education and achieve job enrichment. Damewood, along with the other Part 1 graduates, was recently recognized at a breakfast. ■

## Mark your calendar!

### Muscatello/Rodgers Benefit Golf Tournament

### Wednesday, June 9

### Eagle's Landing in Sevierville

For sponsorship or registration  
information, contact  
**Paul Bowman**  
at (865) 974-6587  
or [paul.bowman@tennessee.edu](mailto:paul.bowman@tennessee.edu).

# Staff Applause

## TO: CTAS TRAINING SERVICES

Training is a necessary ingredient for all levels of management and accompanying staff members. It is especially important in today's changing world. I sincerely appreciate CTAS and the training services it provides to counties. It is my goal to have all trustee staff in Williamson County certified in the County Officials Certificate Training Program (COCTP) by the next fiscal year!

Walter "Joey" Davis, Williamson County Trustee



## TO: CTAS STAFF

I just wanted to take the time to express my gratitude to you. Through your generosity, our school was able to serve five of our families at LaVergne Primary School. With your assistance, the lives of these families have been enhanced. For the gift of your time, contributions, and effort, I thank you. On behalf of these families and all of us here at LaVergne Primary School, I wish you the best for the New Year and look forward to working with you again in the future.

Lisa Vickrey, Instructional Leader, LaVergne Primary School



## TO: DON GREEN, LEIC

The bloodstain pattern analysis training presented at the West Jordan Utah Police Department was outstanding. Your program specialist, **Nathan Lefebvre**, was instrumental in the arrangement and success of this training, which was attended by several law enforcement agencies from Utah as well as California and Idaho. The clear and precise instruction allowed all participants the opportunity to ascertain the science behind bloodstain patterns. The method of teaching was as enjoyable as it was interesting. The hands-on workshops and mock crime scene played a significant role in the success of the training. We would like to extend an invitation for future trainings at the West Jordan Utah Police Department through the University of Tennessee National Forensic Academy. There is a definite need among western states law enforcement agencies to become better informed and trained on forensic topics offered by the NFA.

Sergeant Travis Rees, West Jordan (Utah) Police Department



Nathan Lefebvre



## TO: NATHAN LEFBVRE, LEIC

Wanted you to know how much I'm applying what I've learned at the National Forensic Academy to my work. I've already pulled out the notebook to help me identify a vehicle that had been burned beyond recognition. I've been taking longer on my calls purposely

running through my new repertoire of skills to make sure that I've done everything possible to find and collect evidence. It's helped me be more thorough, more patient and more systematic. Also, since I passed the International Association for Identification (IAI test), I feel like the pressure is on now to do a higher quality job. With the skills I learned in the presentations, I feel comfortable in putting them together for courtroom presentations. I can't thank you enough.

On a more gruesome, but positive note, I worked a kidnapping/sexual assault case yesterday, and I spent three hours working the suspect vehicle. The victim, a 10-year-old female, had been put in the trunk. I felt very confident working the vehicle with my new, improved skills. I took my time and did everything I could think of to locate evidence. I found the victim's fingerprints in the trunk and collected numerous hair samples and other trace evidence. The prints turned out to be hers.

Michele Schiro, Savannah, Ga. Metro Police Department  
NFA Session XXV Graduate



## TO: REX BARTON, MTAS

From everything I am hearing, the Nashville Metro Finance Seminar was no less than a great success! The seminar was very informative and helpful for our future budgeting processes. I congratulate MTAS and CTAS having such qualified experts readily available for Tennessee governments, and I want you both to know how much we appreciate a "job well done." Thank you.

Bill Hyden, Office Management Budget, Metro Nashville



Rex Barton



## TO: WARREN NEVAD, MTAS

Congratulations to you, Greg Johnson, Mayor of Pikeville, and other leaders of the Tennessee Renewable Energy and Economic Development Council (TREEDC) on the well-attended, informative and successful conference in November held on the campus of the University of Tennessee Health Science Center. You drew a good-sized crowd of interested and interesting people. A lot of exciting and challenging information was shared. Thank you ever so much for allowing me to participate and for briefing me on what I was to do at the conference. I enjoy my involvement with you and am ever grateful for your leadership and friendship.

Joseph E. Johnson, UT President Emeritus



Warren Nevad





# IPS March Calendar of Events

## ◆ CIS

Mar. 3	Communication, Collaboration and Teamwork, Nashville
Mar. 8	8-Hour Site Worker Refresher, Knoxville
Mar. 9	Communication, Collaboration and Teamwork, Jackson
Mar. 9	8-Hour Excavation Competent Person, Bell Buckle
Mar. 9-10	16-Hour DOT, Knoxville
Mar. 10	Industrial Confined Space Operations, Bell Buckle
Mar. 11	8-Hour Emergency Response Refresher, Knoxville
Mar. 16	8-Hour Site Worker Refresher, Nashville
Mar. 16	Communication, Collaboration and Teamwork, Jackson
Mar. 16-19	OTI 511 Occupational Safety and Health Standards for General Industry, Bartlett
Mar. 17-18	16-Hour DOT, Nashville
Mar. 22	Communication, Collaboration and Teamwork, Nashville
Mar. 23-24	OSHA 10-Hour General Industry, Nashville
Mar. 23-25	24-Hour Emergency Response Technician Bell Buckle
Mar. 25	Industrial Hygiene Made Easy, Knoxville
Mar. 30	8-Hour Site Worker Refresher, Johnson City
Mar. 30	OSHA Safety and Health Management Programs, Knoxville
Mar. 31	8-Hour DOT Refresher, Johnson City

## ◆ CTAS

Mar. 3-4	Solid Waste Professional Certificate Program (SWPCP) Training, Montgomery Bell State Park
Mar. 8	Economic Development Training for County Mayors and Commissioners, Cookeville
Mar. 9-10	COCTP Regional Renewal Conference, Knoxville
Mar. 10-12	Local Government Corporation (LGC) Resource Conference, Gatlinburg
Mar. 16	Work Zone Traffic Control/Flagging Training for Highway Departments, Knoxville
Mar. 17	Work Zone Traffic Control/Flagging Training for Highway Department, Johnson City
Mar. 23-24	County Officials Association of Tennessee/Tennessee County Services Association (COAT/TCSA) County Government Day, Nashville
Mar. 23-25	Solid Waste Association of North America (SWANA) Managing Transfer Station Systems Seminar, Montgomery Bell State Park
Mar. 30-31	COCTP Regional Renewal Conference, Jackson
Mar. 31	Work Zone Traffic Control/Flagging Training for Highway Departments, Franklin

## ◆ LEIC

Jan. 11-	National Forensic Academy
March 19	Session XXVI, Oak Ridge
Mar. 8-12	Crime Scene Management in Correctional Institutions, Lincoln, Neb.
Mar. 10	PSN Gang Summit, Chattanooga
Mar. 10-12	TNGIA Gang Investigation, Blount County
Mar. 12	Botvin's LifeSkills Class, Jackson

## ◆ MTAS

Mar. 2	Planning Operations, Spring Hill
Mar. 3	Residential Codes, Jackson
Mar. 4	Residential Codes, Lakeland
Mar. 4	Foundations and Structure of Government and Charter, Codes and Open Records, Palmer
Mar. 9	Residential Codes, Johnson City
Mar. 10	Residential Codes, Collegedale
Mar. 10	Planning Operations, Athens, Jackson, McMinnville
Mar. 11	Residential Codes, Smyrna
Mar. 11	Finance Overview and Ethics and Open Meetings, Palmer
Mar. 11	Risk Management, Spring Hill
Mar. 17	Residential Codes, Knoxville
Mar. 17	Planning Operations, Jackson, Morristown, White House
Mar. 18	Planning and Zoning, Spring Hill
Mar. 24	Police and Fire, Monterey

## STATE SERVICE LONGEVITY

David Angerer, MTAS	9 years
Gail Cook, MTAS	2 years
Sherri Cooper-Duru, CIS	13 years
Don Darden, MTAS	14 years
Ron Darden, MTAS	9 years
Tess Davis, MTAS	9 years
Kurt Frederick, MTAS	25 years
Tammy Gage, CIS	10 years
Robert Geiger, LEIC	2 years
Keith Groves, CIS	5 years
Pat Hardy, MTAS	21 years
William Haston, MTAS	2 years
Walter Idol, CIS	25 years
Leigh Ann Lawson, MTAS	2 years
Al Major, MTAS	24 years
Dan Miller, CIS	2 years
Beth Phillips, CIS	30 years
Robin Roberts, CTAS	15 years
Marie Vesser, IPS CO	29 years
Ron Woody, CTAS	7 years

## RECRUITMENTS

### ◆ LEIC

Program Manager, Oak Ridge  
Coordinator I, Oak Ridge  
Coordinator II, Oak Ridge

### ◆ MTAS

Executive Director, Knoxville (Internal Search)

## TRANSFER


### ◆ MTAS to IPS CO

Mike Tallent, Assistant Vice President

## DEPARTURE

### ◆ LEIC

Sabrina Rhodes, Coordinator II, Oak Ridge




The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service  
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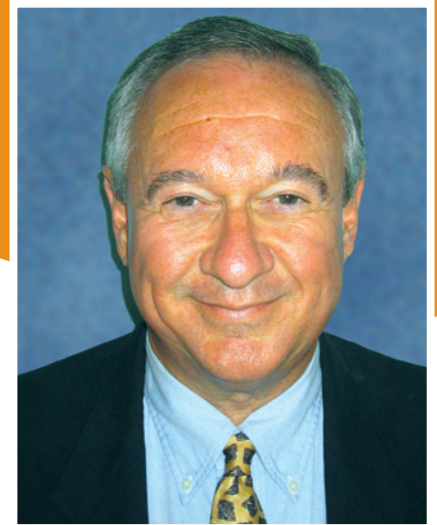
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# Dennis W. Huffer

Serving the University of Tennessee  
Institute for Public Service  
Municipal Technical Advisory Service  
September 1989 through January 2010



After 20 years of serving Tennessee cities as an attorney for the UT Municipal Technical Advisory Service (MTAS) Dennis Huffer retired at the end of January.

Huffer, who grew up on a farm in Lynchburg, shares an interesting story as to why he entered the law profession.

"Growing up on a farm, we were isolated and didn't hear about a lot of different professions," he said. "I only knew of three — teacher, lawyer and dentist. Early on, I picked dentist. I guess because I thought it rhymed well with Dennis. But later on, I developed an interest in politics so I thought I'd have to be a lawyer to help people. I think it was a good choice."

After graduating from Moore County High School, he received his bachelor's degree in English from Middle Tennessee State University. He received his doctorate of jurisprudence from the UT College of Law in 1976, the same year he was admitted to the Tennessee Bar.

He actually began working for the UT County Technical Assistance Service in 1977 and then moved to MTAS where he worked primarily on municipal consulting. In 1989, he left MTAS to become director of legal services for the Tennessee Municipal League's Risk Management Pool. He came back to MTAS in 2001 as a legal consultant.

He has authored hundreds of MTAS's publications and resource materials used by cities.

"I have enjoyed working for cities throughout the years," he said. "Working with a great organization such as MTAS gives a lawyer a good vantage point to help, not harm society."

Fellow MTAS Legal Consultant Josh Jones said in the short time he has worked with Huffer he has learned more from him than he did from his law school professors.

"His red pen has pushed me to be a better writer and his unwavering efforts for substance over style remind me to keep my decisions merit-based as opposed to self interest," Jones said. "Likely, he has no idea of his influence on me personally, MTAS and municipal governments across Tennessee, and even if he does his humility would prevent him from acknowledging it. I will forever be better for my time working with Dennis."



"Dennis has been a valuable member of IPS and we're certainly going to miss his sharp legal mind. He has worked diligently and objectively through the years for Tennessee cities, and at the same time has been a trusted friend, mentor and colleague to everyone at IPS."

*Dr. Mary Jinks, Vice President of Public Service*

"Dennis and I have worked together for many years and it has been a pleasure. His sense of humor and dry wit in stating the obvious in situations have often left me laughing out loud. His dedication and detail in his work in providing the best information possible to city officials is a great example of what MTAS is all about. He is a great friend and I wish him the best in his retirement."

*Armintha Loveday, MTAS Administrative Specialist*

"I have worked with Dennis for over 30 years and believe he is unsurpassed in Tennessee municipal law. It's not just that he can develop a superb legal opinion, he seems to do it with ease and at a speed that is sometimes amazing. In addition to his individual abilities, Dennis is also a team player willing to step in and do his part on any given task. Finally and very importantly, Dennis has a great sense of humor. He loves to laugh and loves to make others laugh. That is an important factor in the work place that is too often overlooked. We wish him the best, MTAS and Tennessee cities will miss Dennis Huffer."

*Mike Tallent, IPS Assistant Vice President*